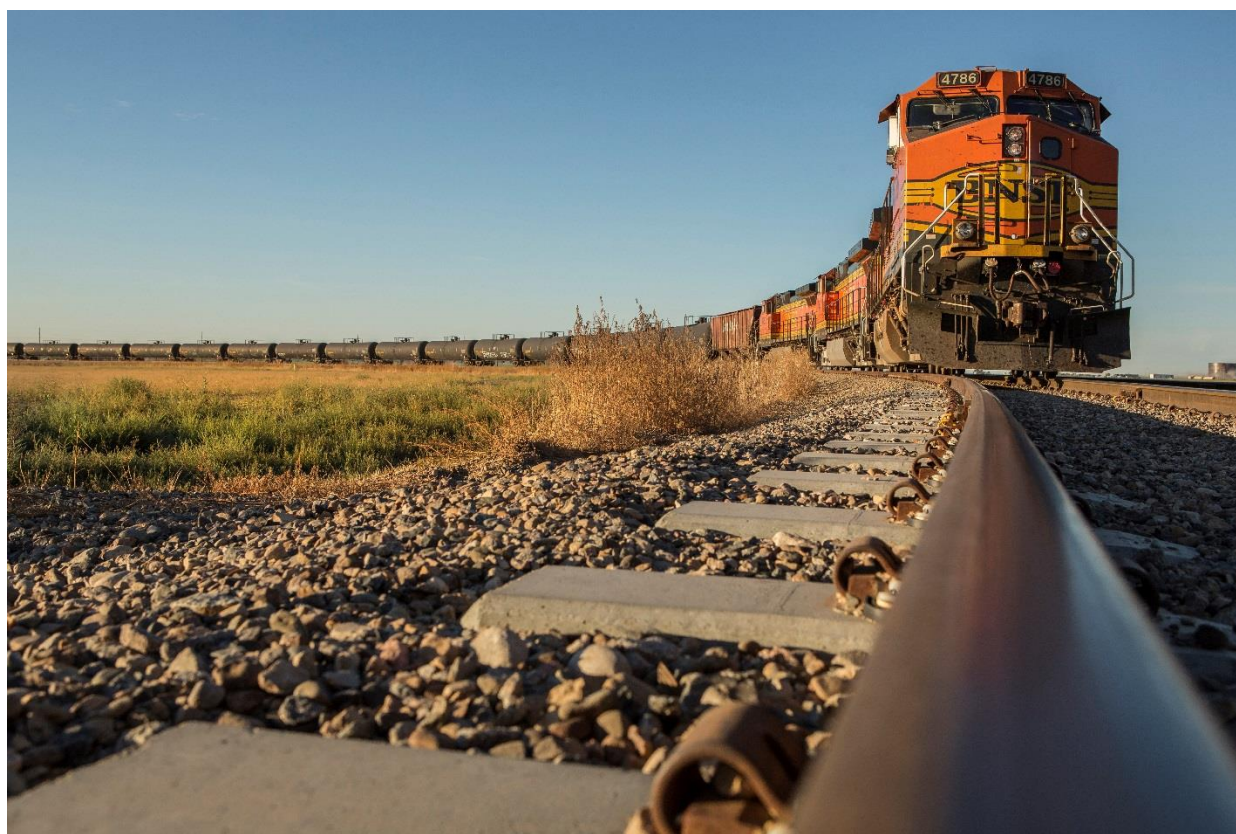

TRACK & TRACE RAILCAR SHIPMENTS FOR FREE

Your Guide to Using Railroad Track & Trace Websites



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RAILCAR TRACKING CO.

A Division of Savage Services Corporation

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Introduction | Railroad free track & trace tools in a nutshell

The Class I railroads have made an effort to provide tools for customers to gain visibility of en route rail shipments. The offerings vary widely across the railroads. This eBook includes reviews and tips on how to sign up for and use Class I railroad track & trace web site tools including:

- [Burlington Northern Sante Fe's BNSF.com](http://www.bnsf.com)
- [Canadian National Railway's Tools](http://www.cnrail.com)
- [Canadian Pacific Railway's Customer Station](http://www.cprail.com)
- [CSX Transportation's ShipCSX](http://www.csx.com)
- [Norfolk Southern Railway's accessNS](http://www.norfolk.com)
- [Union Pacific Railroad's myUPRR](http://www.up.com)

Through my review of these websites, I discovered that, in general, these track & trace tools are effective mostly for rail shippers / receivers who are served by a single railroad with a relatively low number of shipments (or unit trains). There are significant weaknesses of these tools for the more prolific shipper / receiver, but the features may be just what you need and warrant an investigation before considering a paid option. Of course, the features vary by railroad and I encourage you to read the reviews above for more specifics so you can determine if these offerings will or will not satisfy your particular needs. Here are some challenges that most of the sites have:

- Visibility of a shipment is provided only if the railroad is in the route.
- ETAs are often only provided to interchange.
- Historical shipment data can often only be gotten back to the beginning of the current shipment.
- Customizing and delivering reports automatically is limited.
- Transit time and dwell time reports usually only show measurements on that particular railroad if they are available at all.
- There are no fleet management features for those who own or lease railcars such as railcar utilization measures, lease / sublease tracking, repair / maintenance / compliance history.

Geez, are there any *good* things about these websites? Well, yes!

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

- Free... as in a box of donuts sitting in the break room.
- Most timely, accurate and detailed data since it comes directly from the railroad's operating system. I recommend that you sign up for all the railroad websites upon which your traffic moves. This way, even if you eventually go with a paid subscription to a 3rd party system, you will always be able to refer back the original source if there is ever a question about the current location of a railcar. 3rd party systems usually collect data in batches throughout the day, so it will not be as timely as the railroad systems.

NOTE: This is not necessarily true when railroad web sites are displaying data for railcar movements on other railroads – this data is subject to the same delays as 3rd party systems.

- Sometimes railroad systems will also provide intermediate or intra-rail-yard moves that 3rd party systems can't see because the railroads don't forward that data on to outside organizations.
- When they are available, trip plans and ETAs for the shipment should be the most up to date estimate of future movements of the car.

If you are still interested in trying out a railroad website or two, keep reading to learn how to create a user account for each. If you are currently using some railroad websites and don't need a new account, skip to the specific reviews and you may learn a new trick or two.

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

Chapter 1 | Get signed up!

Are you PTW?

Before you get too excited, you must know that your company needs to be listed as a party on the waybill in order to have visibility of the shipments. This is referred to as Party-To-Waybill (PTW). Typically this would mean that your company is a Shipper, Consignee, Care Of, and/or Freight Payer party. If your company is not listed on the waybill, you can still track these shipments, but it is a bit more complex: you will need to get a Letter of Authorization from a party that *is* on the waybill. Letters of Authorization can be obtained from the railroad ebusiness help desks. With several of the railroads, this is not too difficult. You must get the party to establish an online account with the railroad and then submit a letter of authorization form.

Here are the instructions on how to get signed up for each railroad.

Burlington Northern Sante Fe (BNSF)

Go to <http://www.bnsft.com> and on the lower right corner of the page, you will see a Register button; click on it and you will be led through a series of questions to establish your account.

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

Customer Login

BNSF's secure customer website enables shipment tracking, bill payment, and more...

Username [I forgot](#)

Password [I forgot](#)

Login >> Remember Me

[Forgot PIN Number](#)

Need a Login? Register now for tool access, including pricing information.

Register >>

[Employee Login](#) | [Supplier Login](#)

When prompted whether you already do business with BNSF, answer Yes if your company ships or receives carloads and BNSF moves the railcar during any part of that trip. Then place a check in the "I would like to register for all BNSF.com Tools" and click Next. There is a nice option where you can enter your mobile number and authorize BNSF to send text alerts about your shipments. You will need to enter your company name - be patient for this one - after you enter the first few letters, it tries to match your company with a list of existing companies. The search time can take a few moments.

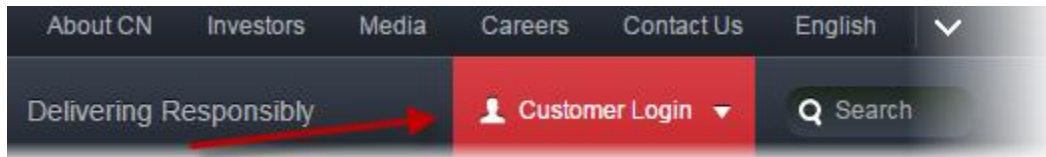
BNSF has an option where you can model your account to be like an account that is already set up for a co-worker. This is a really great option and can save a lot of set up time. If you do not have any co-workers who have signed up already, be prepared with 1 or 2 recently shipped railcar numbers to provide to help BNSF set up your profile. You can request personal training too. I selected this option and a very helpful individual called me and walked me through the features. After you submit your request, check your email for a link to validate your email address.

Canadian National Railway (CN)

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

Go to <http://www.cn.ca> and on the upper right corner of the page, you will see a Customer Login menu. Click on that menu and then click the Register link. You will be led to a registration form to fill out. Within 2 business days, you will hear back with a confirmation that the account has been established. I received confirmation in less than 1 hour.



An email was sent to me confirming my account with a grid showing the tools I had been given access with a label of "Granted". Most of the tool labels were hyperlinks leading to on-line demonstrations of the tool. Pretty cool. The demo of the Quick Trace tool took 3 minutes and was helpful. When I logged in this time, I was presented with a window requesting me to select the tools that I would like to access. I simply placed checks in all of the boxes below the Monitor Shipments label and clicked the Continue button. There was an option to have a CN eBusiness rep contact me after access had been granted.

- Monitor Shipments**
- My Reports
 - My Shipments
 - Quick Trace
 - Shipment Weights
 - Trip Plan

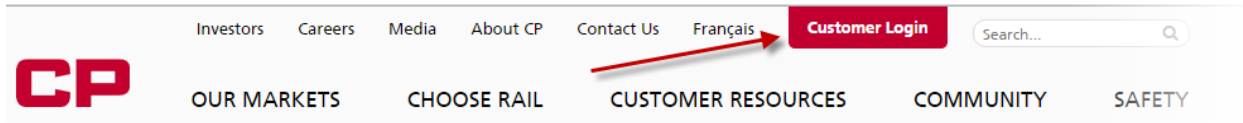
I was then taken to the Tool Home window. Under the Monitor Shipments label, it still only showed Quick Trace. I assumed that I would get an email in the next couple of days letting me know that I had been approved for the other tools. However, after logging out and logging back in immediately, I now had access to all of the requested tools.

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

Canadian Pacific Railway (CP)

Go to <http://www.cpr.ca> and on the upper right corner of the page, you will see a Customer Login menu. Click on that menu and then click the New User? link.



After logging in, you will find yourself at the Home window. On the lower right corner of the Home window, where you will be taken to after login, there will be a *** Welcome *** message in the Messages Centre window pane. This message simply says that you will need to request tools before you can really do anything in the account. Also, it explains how to make yourself a Central Manager if you are in a supervisory role over people who will be establishing online CP accounts. This will give the ability to authorize employee tool access.

I clicked on the Request Tools menu and checked each option that was shipment tracking related and clicked the Submit button.

Request Tools

[View your Central Manager\(s\)](#)

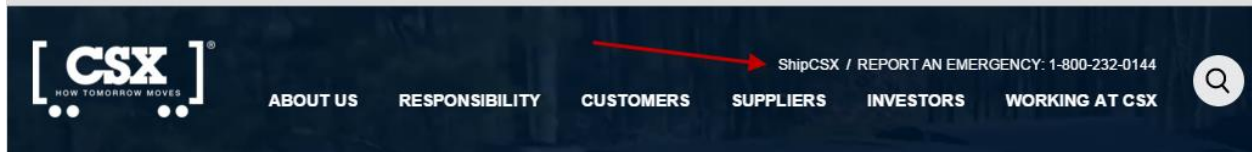
Carload Tools		
<input type="checkbox"/> Create Carload Shipping Instructions	<input type="checkbox"/> Grain Car Request System	<input type="checkbox"/> Log an Issue
<input type="checkbox"/> Manage Invoices		
<input type="radio"/> Dispute		
<input type="radio"/> Pay, Dispute		
<input type="radio"/> Update Bank Details, Pay, Dispute		
<input type="checkbox"/> Order Empty Cars (DELTA)	<input checked="" type="checkbox"/> Quick Rail Trace	<input type="checkbox"/> Request Diversion
<input checked="" type="checkbox"/> Shipment Report	<input checked="" type="checkbox"/> Trace Equipment	<input checked="" type="checkbox"/> Transit Time Report
<input type="checkbox"/> View Customs Manifest	<input checked="" type="checkbox"/> View Local Event History	<input checked="" type="checkbox"/> View Waybill
<input type="button" value="Cancel"/>		<input type="button" value="Submit"/>

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

CSX Transportation (CSX)

If you go to <http://www.csx.com> you will see a link labeled "ShipCSX", which is the name of their online suite of applications.



When you click on this link, you will be taken to <http://www.shipcsx.com>; click on the "Sign up for eBusiness" link to get your registration started.



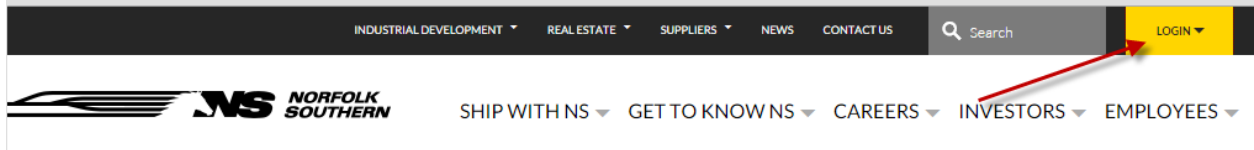
Click the "CSX Customer" link. Fill out the form. You will have the opportunity to mirror the account of a co-worker, which is a nice feature. You will be asked to provide locations to see shipments originating / terminating. Enter your company name and the address(es) that you ship from or receive railcar shipments. I entered my headquarters and any company locations where we originate and terminate shipments where CSX is involved in the movement. I didn't request access to any shipping modules, since I only wanted to track locations of railcars. You will need to provide another person's contact information to vouch for your employment at the company before your account will be approved. After submitting all of my information, I was notified that I will receive an email with my user ID. It came within a few hours.

Norfolk Southern Railway (NS)

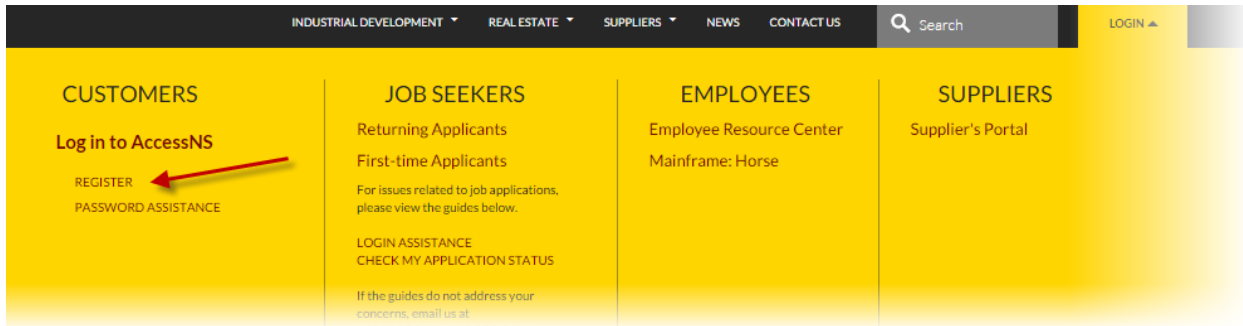
Go to <http://www.nscorp.com> and on the upper right corner, click the LOGIN menu.

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>



Then click the REGISTER link once the menu expands.



You will be taken to a form that is pretty straight forward, but you will need to name an NS sponsor, such as a sales representative. If you are not sure, they have a lookup tool to help you find one. Be prepared with at least 1 railcar number of a recent shipment that lists your company on the waybill. I did not select any of the applications listed, assuming that the track and trace was included in the basic account. If memory serves, my account was ready in less than a few days.

Union Pacific Railroad (UP)

Go to <http://www.up.com> and on the upper right corner of the page, click on the MyUPRR Login menu. You will see a link labeled Register; click on that.



Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

When prompted, indicate that you are currently doing business with UP and accept the Terms and Conditions. If your company is listed on a waybill where UP moves the railcar for at least part of the shipment, you are considered doing business with UP. During the registration process, be prepared to have the commodity codes that you ship / receive. These codes can be retrieved from bills of lading / waybills and will be labeled "commodity" or "STCC" (Standard Transportation Commodity Code). A great place to look up the codes is <http://www.steelroads.com>; click on the Reference - Product Codes (STCC) link, click on the Product Codes link; you can then enter key words like "asphalt" and it will return all of the codes including that commodity key word.

You should hear back that your account has been created within the same business day or possibly up to 3 days if exceptions are noted. Confirmation for my account came back within an hour or so. The password came in the first email and the user id came in the second along with links and information about popular applications. I can't wait to try it!

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

Chapter 2 | Burlington Northern Santa Fe's BNSF.com

Burlington Northern Santa Fe is another Class I railroad that provides web-based tools for rail shippers and receivers to track their shipments. They package their railcar tracking tools into what is called BNSF.com. You can plan a shipment, get pricing, bill a shipment and pay for a shipment here, but this article focuses on the Rail Central section. If you have been thinking about using BNSF.com rail shipment tracing tools or you have been using just a small part of it and would like to learn more about what it can do, please read on.

Copy and paste a list of railcars to track and trace

After you login to BNSF.com, there will be tabs going across the top of the window and an Applications section on the right side of the window. It is in the Applications section where you will see a section labeled "Trace". Click on the link labeled "Track your Shipment". You can trace up to 300 railcars at one time. Results can be exported to CSV, Excel or Text. It is possible to recall the list of railcars from the last few traces (as well as the trace options), but there isn't an option to save and label a list of railcars. When the trace information is displayed, you can click on the railcar number, which is a hyperlink, and a menu displays presenting more hyperlinks to display such as:

- Waybill Details
- Shipment Details
- Trip Plan
- Equipment Characteristics (from Umler)
- Unit History

The unit history shows the last 90 days of movements on BNSF only. The waybill details will show the last 30 days' worth of billing.

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

Track Your Shipment Results

PRINT EXPORT

Click on the corresponding link to view additional information

Equipment ID	Ld Emp	Current Event						BO Code	ETA - BNSF Destination					
		Location	EVT	Date	Time	Carrier	Location		EVT	Date	Time	Ld/Emp	Date	
	L	ARCO ,WA	RI	05/12/2016	23:30	BNSF		ARCO ,WA	AP	05/13/2016	19:15	E	04/1	

I want to view...

- Waybill Details
- Shipment Details
- Trip Plan
- Equipment Characteristics
- Unit History

TIP: The last reported location shown by the trace is, by default, only the last sighting on BNSF. If you click the railcar hyperlink and then click on Trip Plan, it will show you the movements on other railroads in the current trip. Another feature that will provide offline visibility: before you click the Track button, under the Include header, you can check the checkbox labeled "Include Foreign Line Information" to see the last reported location of any railcars that are on railroads other than BNSF. BNSF must be in the route for the current shipment to provide this offline visibility.

Maximum history

13 months. Click on the Home tab at the top of the window and on the lower right side of the window under the Applications > Manage section, you will see a link titled "Unit History". Only history while the railcar is on BNSF will be shown. You can filter the results by origin, destination, load / empty, waybill number or bill of lading number.

ETAs

ETAs are provided with both the Track Your Shipment as well as custom reports. The ETA will be to interchange point with the delivering carrier or final destination, whichever is the farthest that BNSF will be taking the railcar on the trip. Occasionally a shipment would show "Not Available", but this happened rarely. ETAs are not provided when the railcar is on a railroad other than BNSF.

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

Trip Plans

The only place that I could find to display the trip plan was from the Track Your Shipment reports. When the records are displayed, the railcar is a hyperlink and when clicked, there is a Trip Plan hyperlink that will display the remaining plan when clicked.

Unit Trains

In the same place where you can copy and paste a list of railcars to track and trace (see above), you can click on the tab labeled "By Train" at the top of the window. Up to 30 trains can be tracked at once and each record that is returned has a hyperlink (Train ID) that when clicked will show all of the railcars currently in the train. The results may be exported to CSV, Excel, and Text.

Custom Reports

After you first login to BNSF.com, click on the tab labeled "RAIL CENTRAL" at the top of the window. Click on the Create New Report menu on the top left corner of the window and a separate window will open with a wizard that takes you through the process of creating a new report step by step.

- Choose the type of report Carload, Carload Pipeline, or Crude by Rail.
- Choose Template (optional); if you choose a template, then more complex options will disappear such as choosing your role in the shipment (shipper, consignee, etc.),
- Choose up to 5 customer accounts (6-3-3 abbreviations)
- Choose your company roles (maximum of 2) in the shipment (shipper, consignee, etc.). There is an option to include railcars that are not on BNSF.
- Select fields for the report
- Select filters for the report. The default tab allows you to choose Origin and/or Destination filters; the Advanced Search Filters tab allows you to set a lot more filters such as:
 - State / Province
 - Location (very detailed options here including direction codes, zone/track/spot, current/next carrier)
 - Customer. There is a lookup for the company name and then it can be assigned to the Shipper or Consignee filter.
 - Waybill related filters such as: waybill date range, days out, want days out, bill of lading number with wildcards, bond status
 - Event codes and date. You can choose one or more events to limit the report and/or the number

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

- Route including Train Symbol, Train Origin / Destination, Road - Jct (Rule 260 abbreviation) - Road
- Unit initial / number / ranges; equipment length, load / empty, private / system; equipment request number; equipment want date.
- Errors such as bad orders, waybill errors, contract errors
- Commodity (STCC or description)
- Special such as special instructions, switch codes, station hours
- Choose sorts to add to each field and whether the grouping should be expanded or collapsed by default.
- Schedule and define email recipients

When the report displays in the Data View, there are menus that enable you to request services for the selected (check box) equipment that is currently on the BNSF. These are the same services available from the map feature as described below. If railcars are not on the BNSF, but BNSF is in the route for the shipment, the current location on the foreign road will be displayed.

Automated Delivery of Reports

You can do this with custom reports as explained in the section above. The scheduler is very flexible allowing you to select a time of day, days of the week and even an every 6, 8 or 12 hours option.

Mapping

For reports created in Rail Central (custom reports), after the report is displayed click on the Map View tab and you can see the railcar locations on a map. If you click on the Units Total number, a window will pop up where you can select individual railcars and then use the menus at the top of the map to send requests for the equipment such as:

- Release (empty, loaded, other)
- Order in
- Diversions
- Rejections

The dots on the map indicate many different statuses as shown in the picture.

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>



Transit Times & Dwell Times

Click on the Home tab at the top of the window and on the lower right side of the window under the Applications > Manage section, you will see a link titled "Customer Transit Report". You will only get results for revenue empty and load shipments where your company is either the shipper or consignee. Transit measures are only provided for the BNSF portion of the move. Thirteen months of history is provided with monthly, quarterly, 13 months or custom date range. When the first report displays (below), the origin-destination pair is a hyperlink that when clicked will show more detailed charts. My favorite chart is the one that shows the transit time average based on the day of week the shipment originated. This would help you plan your shipments for the best possible performance. There are no reports available that show load / unload time. You can contact the BNSF demurrage team who may be able to put together a custom report according to the help desk.

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

Customer Transit Report

Lane Report

Shipper or Consignee: [REDACTED]

Time Period: April - 2016

[Close Window](#) / [Online Help](#) / [Back One Screen](#) / [New Search](#) / [Export to Excel](#)

BNSF Origin-Destination Pairs	Equipment Total	Average Transit Days	% of Equipment within 24 Hours of Average Transit Days
[REDACTED]	1	0.4	100.0%
[REDACTED]	3	0.6	100.0%
[REDACTED]	3	1.2	100.0%
[REDACTED]	416	1.5	100.0%
[REDACTED]	107	1.5	100.0%
[REDACTED]	111	1.5	100.0%
[REDACTED]	338	1.5	100.0%
[REDACTED]	211	1.6	100.0%

Performance

Good. A report with 635 records displayed in about 9 seconds. The rest of the application performed in a way that kept me engaged.

Ease of Use

Pretty straight forward windows, menus and buttons. The online Help (accessible by clicking on the Help menu in the upper right corner of each window) was a little sparse and could have provided more screen shots and examples. The site should feel familiar to folks accustomed to using modern web-based business applications.

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

Chapter 3 | Canadian National's Tools

Canadian National is another Class I railroad that provides web-based tools for rail shippers and receivers to track their shipments. They package their railcar tracking tools into what is called Tools. You can plan a shipment, get pricing, bill a shipment and pay for a shipment here, but this article focuses on the Monitor Shipments section. If you have been thinking about using CN's rail shipment tracing tools or you have been using just a small part of it and would like to learn more about what it can do, please read on.

Copy and paste a list of railcars to track and trace

The Quick Trace feature will accept up to 300 railcar IDs. After pasting or entering the IDs, you may save the list with a name of your choice. The output format can be set to several different layouts including two standardized formats that can be used to feed other business systems when the Response Type is set to Spreadsheet. Although the Spreadsheet radio button has a Microsoft Excel icon next to it, it is actually a comma separated values (CSV) formatted file. This is a good thing, since CSV files easily import into business systems and they open and display perfectly in Microsoft Excel. Other Response Types include Browser and PDF. The response will be the last reported location of each railcar in the list. As long as CN is in the route of the current shipment, you will have visibility of the railcar on any railroad. However, if CN is not involved in the current shipment, no data will be returned.

How to get there: When you first login to the CN website, it will take you to the Tools Home page. Under the header "Monitor Shipments", there is a link named "Quick Trace"; click on that link and paste a list of railcars onto the page.

Maximum History

There is no feature that enables you to see back farther than the beginning of a current trip, which can be done with the Trip Plans feature (see below). This is a significant exclusion in my opinion. At least 1 month or more of history is needed to dispute demurrage charges, investigate delays, and review service performance.

ETAs

As with all Class I track & trace systems, ETAs to the final destination are limited. Here is a summary of the ETAs I was able to see, or not see, in the CN system:

- ETA to final destination for shipments that are moving on another railroad where CN is the terminating carrier.

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

- No ETA for a shipment on a shortline and CN is the next carrier in the route, but not final destination carrier.
- No ETA for a shipment where CN is not the terminating carrier.
- ETA to interchange point where CN is the originating carrier and another carrier is the terminating carrier.

How to see ETAs: ETAs are shown in the Quick Trace results (see above) and the My Shipments reports if you include the field "ETA" in the view (see Custom Reports section below).

TIP: There is a field named "Delivery Date" that CN says is known as a committed time of arrival. It is calculated based on historical data from previous trips. I assume that the CN has a statistical model that predicts the date of arrival to the customer's industry with a high percentage of probability. You cannot see this field on Quick Trace results, you will need to create a custom report on the My Shipments page (see Custom Report section below) and it is a field that is available when you are creating or customizing the View that determines which fields display on the report. There is another field available named "Delivery Difference", which is the difference between the ETA and Delivery Date. The ETA is generated from the trip plan.

For those who are directly served by CN, a new tool has been recently created called iAdvise, which is comprised of the First Mile / Last Mile (FMLM) web tool and 3 email notifications: Temporary Outage Disruption (TOD), Local Service Notification (LSN) and Service Exception Notification (SEN). iAdvise is designed to provide you with information to manage your pipeline. For a very good overview of the tool, go to <http://www.cniadvise.ca>. CN has done an excellent job of providing very easy to understand descriptions of FMLM and the notifications, so I encourage you to go to their site to learn more. I don't have a facility that is served directly by CN yet, so I don't have firsthand experience to share.

Trip Plans

Trip Plans may be accessed either by pasting up to 20 railcar IDs onto the Trip Plan page or by clicking the orange icon to the far right of an individual record returned by either a My Shipments report or a Quick Trace report. Usually the estimated events are only the ones that happen on the CN. Sometimes, it will show a start of trip or end of trip event on a carrier other than CN as shown below.

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<http://www.railcartracking.com/railroad-track-trace-not-enough/>

only make a request for how you want to create / modify it. After you submit your request, you will get an email within a day or less telling you that the list has been created / modified. You can create a View, which determines which fields show on the report. You can choose from up to 26 fields.

After you select your Traffic List and View, you can filter the report in several different ways:

- ETA changed in the last [8 / 12 / 16 / 24 / 48 / 72] hours.
- ETA [Later / Earlier / Later and Earlier] than Delivery Date by [8 / 12 / 16 / 24 / 48 / 72]
- Not Moved in [24 / 48 / 72 / 96]
- Delayed for Repair
- In Hold

You can sort the report by up to two fields that are displayed on the report - with totals or without (same as grouping). Those sorts can be modified after the results are displayed.

The response can be displayed in a new browser page, downloaded to a text file (fixed length records), PDF, or spreadsheet (it is actually comma separated values - CSV).

Trip Plan Report for 11-8 141-988 requested as of June 9, 2016 13:50 EST.					
Rd	Event	Location	City	Estimated Time	Accomplished
	At Receiver		Laprairie, PQ	14 Jun 03:56	
	Arrived	L 52521 13	Laprairie, PQ	13 Jun 22:26	
	Departed	L 52521 13	St Lambert, PQ	13 Jun 19:30	
	Planned Constructive Plac		St Lambert, PQ	12 Jun 04:25	
	Arrived	M 31031 11	St Lambert, PQ	12 Jun 04:25	
	Departed	M 31031 11	Toronto Macmil Yard, ON	11 Jun 19:20	
	Arrived	M 39491 09	Toronto Macmil Yard, ON	10 Jun 15:30	
	Departed	M 39491 09	Kirk Yard, IN	09 Jun 17:30	
	Switched		Kirk Yard, IN	09 Jun 04:50	08 Jun 21:53
	Arrived	L 59491 08	Kirk Yard, IN	08 Jun 20:50	08 Jun 21:45
	Departed	L 59491 08	Joliet Yard, IL	08 Jun 18:35	08 Jun 18:35
	Received From	BNSF	Joliet Yard, IL	08 Jun 15:20	08 Jun 15:20
BNSF	Delivered To	CN	Chicago, IL	08 Jun 15:20	08 Jun 15:20
BNSF	Released			02 Jun 13:26	02 Jun 13:26

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How to get there: From the Tools Home page, click on the My Shipments menu. If you schedule the report, then this schedule can be modified or deleted clicking on the My Reports menu from the Tools Home page.

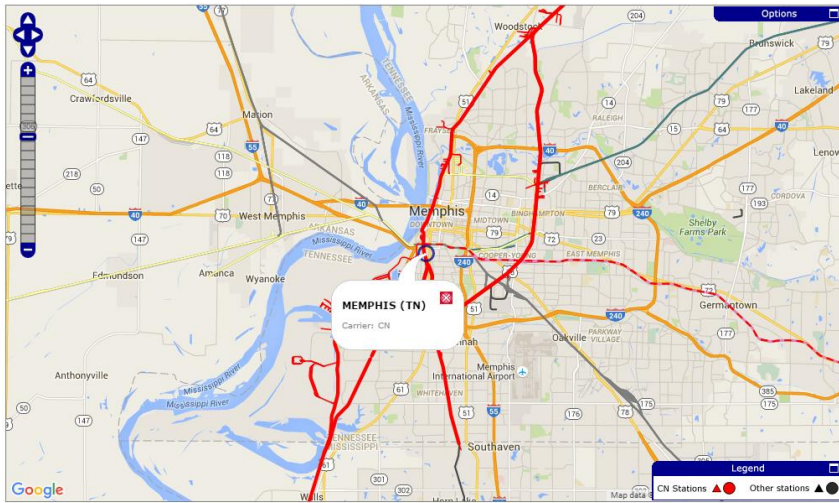
Automated Delivery of Reports

After you choose the settings on the My Shipments page (see Custom Report section above), you may click the Schedule Report button, which will take you to the My Reports page. Up to 30 scheduled times may be chosen from a grid that shows 24 hours X 7 week days. You may choose an expiration date for the schedule or choose to keep it running until cancelled. There is a link at the bottom of the page to Update Recipients of the report.

How to get there: From the Tools Home page, click on the My Reports menu.

Mapping

When the results are displayed from either a My Shipments custom report or Quick Trace report, you may choose to display the geographical location of a single railcar by clicking on the icon that looks like North America on the far right of the record. Unfortunately, there is no way to show more than one railcar on a map at one time.



Transit Times & Dwell Times

There are no ways to see summary reports that show transit time and dwell times in the CN site at this time.

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Performance

Most pages displayed quickly. The My Shipments page displays pretty quickly, but the drop down lists on the page take a few seconds to populate. Specifically, the Views and the Sort by lists are delayed and it is a little confusing.

Ease of Use

The CN website has a modern cohesive design. Each time you open a page, a tab is created for quick and easy navigation back to it. It is the most cohesive interface of all the railroads that I have seen so far (CSX, NS, UP, BNSF). Almost every page has a small question mark icon, which when clicked, reveals very helpful information about the page that you are on.

Some challenges: The My Reports menu displays scheduled reports, but those reports can't be run or modified. The My Shipments page is used to create reports. This was a little confusing to me. Each report must be based on a Traffic List. The creation and modification of the Traffic List is confusing. Once you understand that Traffic Lists are not created or modified by you and that you can only *request* to create and modify them, things get a bit easier.

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<http://www.railcartracking.com/railroad-track-trace-not-enough/>

Chapter 4 | Canadian Pacific's Customer Station

Canadian Pacific is another Class I railroad that provides web-based tools for rail shippers and receivers to track their shipments. They package their railcar tracking tools into what is called Customer Station. You can bill a shipment, order railcars, manage shipments (railcar orders, diversions, placements, releases, demurrage, freight claims / issues), and pay for a shipment here, but this article focuses on the trace features. If you have been thinking about using CP's rail shipment tracing tools or you have been using just a small part of it and would like to learn more about what it can do, please read on.

Copy and paste a list of railcars to track and trace

With the Quick Trace feature, available on the Home page, you can paste or enter up to 1,000 railcar IDs separated by a space or a comma. Columns (fields) may be removed/added/re-ordered after the results display; data may be sorted by one column, but these changes will not persist to the next trace. If you want to keep these changes, you will need to create a Saved Report (see Custom Reports below). The results will display events while the railcar is on another railroad as long as CP is in the route for that shipment. The View column is useful for those who have facilities served by CP; it will indicate whether the railcar is in the pipeline (en route), in the serving area or at the facility. The More Info column includes icons to display additional information such as waybill, trip plan, customs or to log a problem with CP.

Available columns include: Equipment ID, L/E, Location, Event Code, Event Description, Date/Time, Train/Track/Carrier, Position, Destination, ETI, ETA, Waybill (number), Content, Class Code, Car Code, Shipper, Consignee, Care Of, STCC, Previous STCC, Status, View, More Info.

Results may be exported to Excel (CSV).

Trace Results

Select an Action...

	Equipment ID	L/E	Location	Event Description	Date/Time	Train / Track / Carrier	Origin	Destination	ETA	More Info
<input type="checkbox"/>	988888888	E	CN JCT. IL	Released Empty	Jan 24 2017, 13:00 CST	IHB	CHICAGO, IL	SCOTTFORD, AB		<input type="button" value="WB"/> <input type="button" value="TP"/>

TIP: You can copy railcar IDs from a column in Excel and they will be pasted properly for a trace without modification.

How to get there: When you first login to Customer Station, you will see it in the middle right of the page. It is the same as the Home page.

Railroad Track & Trace Websites Not Meeting Your Needs?

<http://www.railcartracking.com/railroad-track-trace-not-enough/>

Display railcar movements on other railroads

Quick Trace, Saved Reports and Trip Plan will show sighting events on railroads other than CP as long as the events are part of a shipment where CP is in the route.

Maximum history

There isn't a feature where you can request farther back than the beginning of the current shipment; you can do that by viewing the Trip Plan of the current shipment (see Trip Plans below).

ETAs

ETAs to final destination were provided for most of my shipments whether they were on the CP or another railroad. There is a column titled ETI, which means estimated time of interchange.

Trip Plans

When you run the Quick Trace or a Saved Report (see Custom Reports section below), on the far right of results, there is a "More Info" link that will reveal menus to the waybill, trip plan and customs information (if available). The complete history will be provided for the shipment to date which will be indicated as "Actual". Only the CP portion of the trip will include planned events. If the trip is not finished, but the remaining portion is on another railroad, then you will only see the actual history up to the latest sighting event and any planned events that are on CP as shown below.

Event	Actual/Plan	Date/Time	Location	Train/Track/Railroad
RELEASED EMPTY	Actual	Jul 15 2016, 13:00 CDT	CHICAGO, IL	IHB
DEPART FROM LOCATION	Actual	Jul 18 2016, 15:00 CDT	RIVERDALE, IL	CN
ARRIVAL INTERMEDIATE LOCATION	Actual	Jul 18 2016, 15:30 CDT	MARKHAM, IL	CN
DEPART FROM LOCATION	Actual	Jul 18 2016, 17:02 CDT	MARKHAM, IL	CN
ARRIVAL INTERMEDIATE LOCATION	Actual	Jul 18 2016, 18:37 EDT	VAN LOON, IN	CN
DEPART FROM LOCATION	Actual	Jul 18 2016, 18:39 EDT	VAN LOON, IN	CN
ARRIVAL INTERMEDIATE LOCATION	Actual	Jul 18 2016, 17:45 CDT	MATTESON, IL	CN
DEPART FROM LOCATION	Actual	Jul 18 2016, 17:47 CDT	MATTESON, IL	CN
ARRIVAL INTERMEDIATE LOCATION	Actual	Jul 18 2016, 19:35 EDT	KIRK YARD, IN	CN
INTERCHANGE RECEIPT	Plan	Jul 24 2016, 07:00 MDT	SCOTTFORD, AB	CN
DEPART FROM LOCATION	Plan	Jul 25 2016, 07:30 MDT	SCOTTFORD, AB	AS01-25
ARRIVAL AT DESTINATION	Plan	Jul 25 2016, 08:40 MDT	SCOTTFORD, AB	AS01-25
PLACED ACTUAL	Plan	Jul 25 2016, 08:50 MDT	SCOTTFORD, AB	AS01-25

The records may be exported to CSV/Excel.

Unit Trains

There is no place where you can enter a train ID for tracing.

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Custom Reports

You can save and schedule delivery of multiple traces filtered by either a list of railcar IDs (up to 1,000) or parameters such as Origin, Destination, Commodity, Load/Empty. Columns can be hidden / displayed, and reordered. Data can be sorted by 1 column, either ascending or descending. The columns that are available, which are the same as those in the Quick Trace feature (mentioned above), have been greatly increased since the last review. The email delivery is only once per day and simply to the email address associated with the online account.

How to get there: From the Home page, click on the Carload Tools > Trace Equipment menu or enjoy the new inclusion of the Saved Reports section on the Home page to Create a new report, Edit, or Run an existing report.

Automated Delivery of Reports

As mentioned above, from Saved Reports (Carload Tools > Trace Equipment menu) feature, you can save a report and then schedule it to go out once per day on any / all days of the week to just the email that is listed in the account profile. You can schedule up to 20 reports.

Mapping

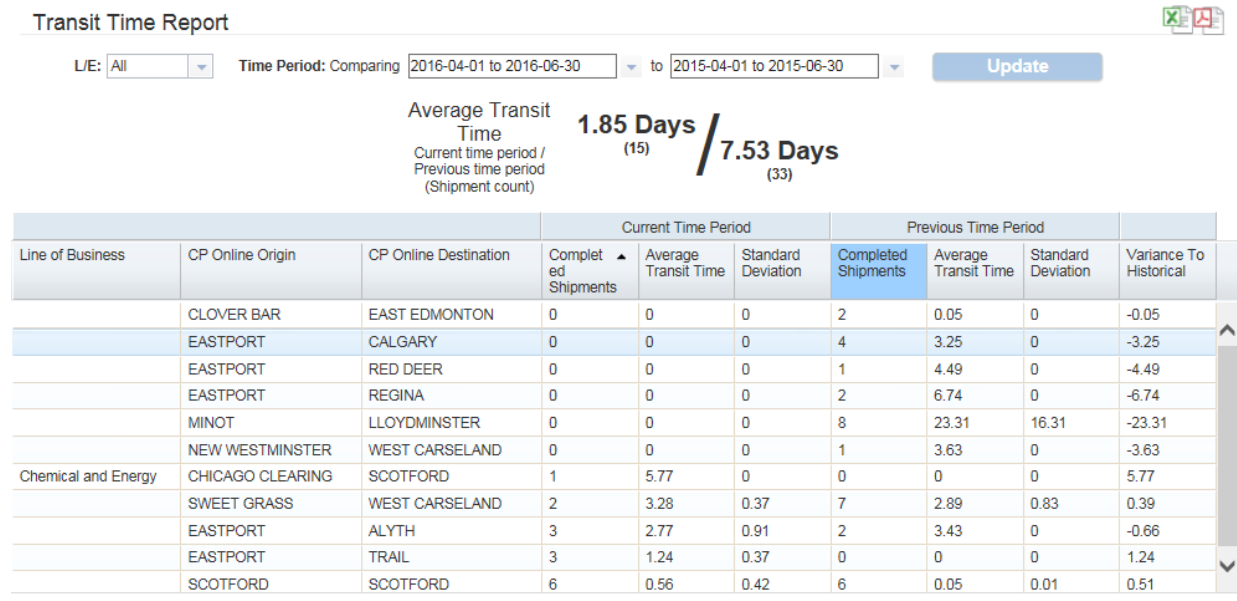
There is no feature that will display the locations of rail shipments on a map.

Transit Times & Dwell Times

The Transit Time Report will show the time it took for the railcar to move on the CP-only segment: from when CP receives a railcar at origin or from another railroad to when CP delivers a railcar to the customer or another railroad in the route. A nice option is the ability to compare the transit performance between two time periods. You may also filter to just show loads or empties. The results may be exported to CSV/Excel or PDF. You won't see any dwell (loading / unloading) time here though; if you are served by CP, you will be able to get that information from the Carload Tools > View Local Event History feature.

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How to get there: Click on the Carload Tools > Transit Time Report menu.

Performance

Very good. I didn't notice any significant delays.

Ease of use

The online help, accessed by clicking the Help link at the bottom left of each page, is very good. There are plenty of screen shots and good descriptions of each feature. The telephone support was friendly and helpful.

Railroad Track & Trace Websites Not Meeting Your Needs?
<http://www.railcartracking.com/railroad-track-trace-not-enough/>

Chapter 5 | CSX Transportation's ShipCSX

CSX Transportation is one Class I railroad that provides web-based tools for rail shippers and receivers to track their shipments. They package their railcar tracking tools into what is called ShipCSX. You can plan a shipment, get pricing, bill a shipment and pay for a shipment here, but this article focuses on the Trace - Shipment Management Suite section. If you have been thinking about using ShipCSX rail shipment tracing tools or you have been using just a small part of it and would like to learn more about what it can do, please read on.

Copy and paste a list of railcars to track and trace

From the Shipment Management Suite page, click on the Railcar Tracking menu. You can paste up to 2,500 railcars for an Equipment List report. If you save the report, the equipment list can be referenced for use in other reports too. Record formats can be set to all NITL standard CLM (car location message) formats plus a few CSXT proprietary formats. Output type can be set to HTML, Text (fixed length), Comma Separated Values (CSV). Most record formats provide only a single character sighting event code; if you click on that code when the initial results are returned on the web page, a small pop-up window will display the description of that event. For record formats like the H - NITL ETA format, an ETA Type single character code is included, which indicates the event for the ETA (usually J - Interchange Delivery or Z - Placement Actual); when you click on it, a description will display as well. If a Shipment Problem Resolution inquiry is has been created on a railcar, an icon will be displayed next to it when viewing tracking results with most of the tools mentioned in this article.

The screenshot shows the 'Railcar Tracking' web interface. At the top, there is a yellow header with the title 'Railcar Tracking' and links for 'Watch Tutorial' and 'Help'. Below the header is a grey instruction bar: 'Enter up to 2500 equipment IDs at a time within the search box, then select your report options and click Trace Equipment. To save your equipment list for future use, enter a name into the Report Name field and click Save Report.' The main content area is divided into two sections: 'Equipment' and 'Report Options'. The 'Equipment' section has a large text input field with the placeholder '(Please type equipment in sequence)'. Below it are four buttons: 'Trace Equipment', 'Save Report', 'New Report', and 'Undo Edits'. The 'Report Options' section contains several dropdown menus and text fields: 'Report Name' (empty), 'Display Events' (set to 'Nationwide - Last Event'), 'Format' (set to 'V - CSXT's ETA Format'), 'Output Type' (set to 'Html Format'), 'Delivery Method' (set to 'On Screen'), 'Equipment Per Page' (set to '200'), and 'Email Address' (set to 'jimdalrymple@savageservices.com'). At the bottom left, there is a dropdown menu for 'Equipment List Reports' with a 'Trace' and 'Edit' button next to it, and the text '(Select from your saved reports)' below it.

NOTE: It is a nice option to be able to export data to a NITL standard CLM format since most third party rail shipment tracking systems use these formats. However, when choosing the NITL H (ETA) format with the

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output type set to Text (fixed length), I noticed that the record was not formed correctly, with a slash between the month and day. This would prevent a system from importing the file. I checked the NITL D format and it was correctly formed. These two formats are very popular and should be supported by most systems, so I recommend using the NITL D format until the NITL H format can be corrected. CSXT is currently investigating this issue when this article was first published.

Display historical railcar movements on other railroads

For Equipment List reports, you may choose to see the last reported event on all railroads, the last cycle up to the last reported event including all railroads, the last CSXT cycle (all events that happened on CSXT that were part of the latest trip), and the last 8 events on CSXT.

Maximum history

The Historical Equipment Trace (from the Shipment Management Suite page, click on the Historical Trace menu) can go back as far as 13 months. It will retrieve 30 days of history per request from the Start Date that is entered. You can only run this one railcar at a time as well. If you needed to get the entire 13 months of history, you would need to enter a Start Date of the first day of 13 months ago. For example, today is 3/24/2016; for the first trace, enter a Start Date of 3/1/2015. The click the Next 30 days link for each following month. Your company must be one of the following parties on the waybill in order to use this tool: shipper, consignee, care of party, payer of freight.

ETAs

There is an option to show records in CSXT's ETA Format as well as the NITL H and I formats. These estimates will be for when the railcar is expected to reach either interchange with another railroad or the final destination, whichever comes first.

There is a Pipeline report (from the Shipment Management Suite, click on the Pipeline & Jeopardy Reports menu) that shows the number of railcars, inbound or outbound, projected to arrive over the next 5 weeks (1 week per screen). You can drill down on a particular day to show the individual railcar numbers and its progress in its trip. It is important to note that this report will only show ETAs for CSXT. For example, you would only see railcar ETAs to where CSXT delivers the railcar interchange (often referred to as ETI) to another railroad or to final destination only if CSXT is the delivering carrier.

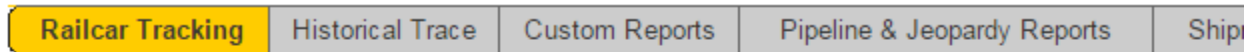
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If you are served directly by CSXT, you can set up an email or text notification of when the local train conductor has an ETA for when your inbound shipments will be placed at your industry. To access this feature, click the Ship > Notifications & Subscriptions menu.

Trip Plans

There is a Remaining Schedule option that will show the expected future station arrivals, departures until reaching the destination or interchange. It is accessed from the Results page of an equipment trace. There is a drop down list box, click on the down arrow and select "Remaining Schedule" from the list of options.



For assistance with shipment problems, use the [Shipment Problem Resolution](#) tool to contact Customer Servi



Unit Trains

You can enter a train symbol in the Train Trace section on the Railcar Tracking menu page. You may also see unit trains that will be used to fulfill your order in the Plan > Unit Train Management section. Click on the "View your unit train reservations" hyperlink or click the Shipment Pipeline menu. Once the train is loaded and moving, you can see the movement history of the train by: Go to Shipment Pipeline; Retrieve your location; Select any train ID hyperlink; within the train trace pop-up, click Show More Events hyperlink. Train movement history can be seen with the Train Trace feature as well.

Custom reports

From the Shipment Management Suite page, click on the Custom Reports menu. You can filter the reports by:

- Customer Location (CIF), Customer Type (shipper, consignee, freight payer, Rule 11 freight payer, care of, pick up),
- Load / Empty Status,
- Origin / Destination,
- Current Location,
- Commodity,

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- Billing: Bill of Lading Number (1 or many), BOL Date (range), Purchase Order (1 or many)
- Equipment: Equipment Numbers, Equipment Lists, Car Order Types, AAR Car Types, Pool Codes (assigned to Customer Location(s))
- Events: Event Types and Special Handling
- ETA: Early (by X hours), Late (by X hours)
- Elapsed Time Since Last Event

Fields can be chosen from about 100 total that will display on the report. These field combinations can be saved as a View. You can also save up to 3 sorts for each view. This view can then be summoned for use on future custom reports.

You can choose to display the report on the Screen, Email or Download. The Output Type can be HTML, Text, or Comma Separated Values (CSV).

There is a special kind of custom report called Event Notification. It has similar filtering, layout and delivery options, but it targeted to show railcars that have experienced specific events such as Bad Ordered, Constructively Placed, Placed in Hold Status, etc. You can configure it to only deliver an email if there are records on the report.

Automated Delivery of Reports

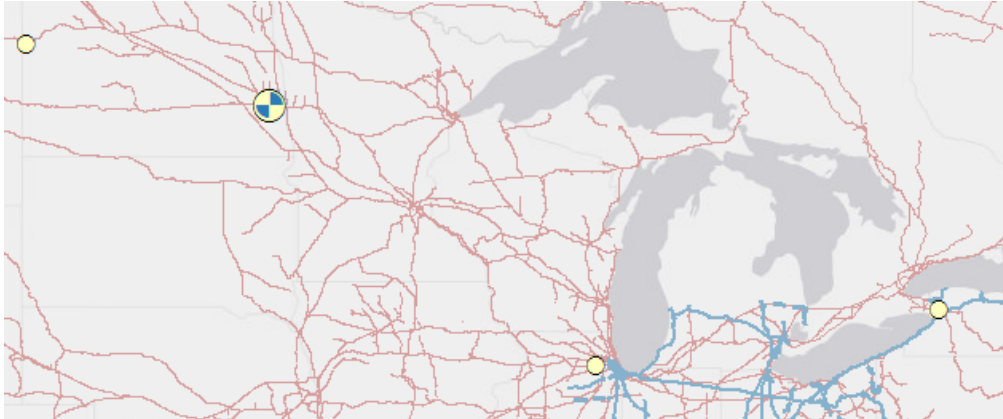
Only Custom Reports may be scheduled. Days of the week may be chosen as well as time of day (up to 6 times per day). Delivery can be to 1 or more email addresses. Schedules expire in up to 500 days, which may be renewed at end of range.

Mapping

Custom Reports and Equipment List reports include options to show the results on a map. Once the map opens, you can filter the results further by load/empty status, origin, destination, hazmat (yes/no), TIH/PIH (yes/no), high/wide (yes/no), exception (yes/no), STCC. You may also zoom in and out. Loads are shown as blue dots and empties shown as yellow dots. If there are many railcars at the same location, the dot increases in size. If there are load and empty railcars at the same location (or in the same train), the dot is blue and yellow. Can view railcars on all railroads in North America. However, I had a situation where I could see one railcar on the BNSF, but another that was in the next state on BNSF, did not show on the map. There was no indication why or any error indicating that my data is incomplete.

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Transit Times & Dwell Times

There is a separate Help document specifically for this feature. After clicking the Transit Times menu, click the Transit Times User's Guide link on the upper right corner of the page. It is 100 pages. Let me try to give you the important highlights. Reports may be run for 1 month or 1 quarter at a time up to 1 year in the past. You can benefit from this feature only if your company is the shipper or consignee for the shipments. The measures show the time that the railcar was on CSXT only.

Waybill Transit measures the transit from when the railcar was either waybill released or received at interchange from another railroad to placement at industry or interchange delivery to another railroad. You can compare the results against Waybill Standard, which is the average waybill transit time over the last 90 days (excluding the current month). The results may also be compared with Waybill Schedule, which is the average original trip plan for all completed shipments over the last 90 days (excluding the current month).

Event Transit measures from when the railcar was pulled from the customer's industry by CSXT or when CSXT receives the railcar in interchange to a terminating event such as placement at industry or delivered at interchange with another railroad. You can compare the results against Event Standard, which is the average transit time over the last 90 days (excluding the current month).

Various dwell times can be shown such as Release to Pull, CP to Order, Order to Placement. Once you display the Transit Summary report, there will be a button on the upper right corner of the report that says Dwell View. It is a toggle. Click on it to show the dwell measurements and then click on it again to go back to the transit view.

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Performance

Overall good. A unit train of 106 railcars displayed the Equipment List report with last reported sighting in about 15 seconds. One to five railcars showing the last 8 sightings came back in just a couple of seconds. The Transit Times reports are sluggish when moving from one screen to another, and a 1 month chart took about 30 seconds to generate, but not slow enough to be unusable.

Ease of use

Straight forward and simple without requiring very much review of the Help documentation. I would recommend watching the tutorial when you first open the Railcar Tracking page. The link for this is in the upper right corner. If you expect to be using the Transit Times reports extensively, I would recommend taking the time to read the 100 page help document. It will only take you about 1 or 2 hours to review the entire document since it includes a lot of screen shots and white space. Recently, ShipCSX added a new page that puts access to video tutorials, help topics, FAQs and latest updates all in one place - it is called the ShipCSX Resource Library and is accessible by clicking on the Resources > ShipCSX Resource Library menu. Getting personal help is easy as well. Click on the icon that looks like a person on the bottom right corner of each page and you will be presented with 3 menus: Feedback/Suggestions, Request Training, Ask For Help.

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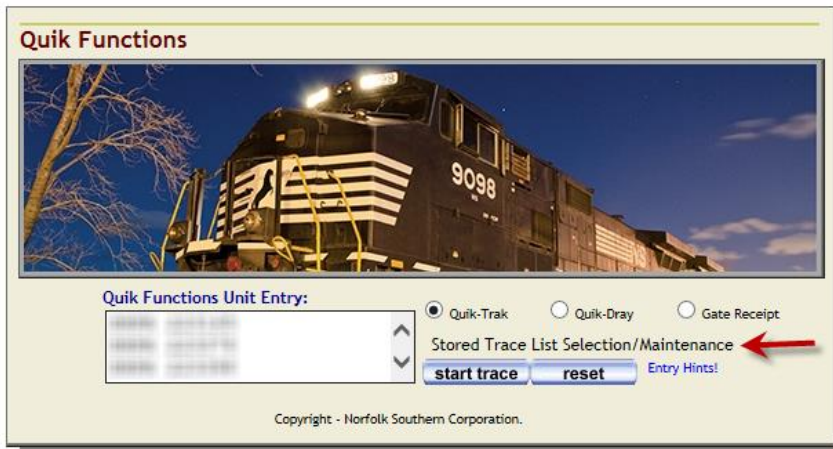
<http://www.railcartracking.com/railroad-track-trace-not-enough/>

Chapter 6 | Norfolk Southern's accessNS

Norfolk Southern is another Class I railroad that provides web-based tools for rail shippers and receivers to track their shipments. They package their railcar tracking tools into what is called accessNS. You can plan a shipment, get pricing, bill a shipment and pay for a shipment here, but this article focuses on the Track & Trace section. If you have been thinking about using accessNS rail shipment tracing tools or you have been using just a small part of it and would like to learn more about what it can do, please read on.

Copy and paste a list of railcars to track and trace

When you first login to accessNS, you will see a menu for Quick Trak. Clicking on this menu will take you to a window where you can paste up to 1,000 railcar initial/numbers to quickly see their last reported location and ETA. A saved trace list of railcars can be used as well; there is a link (see red arrow on the screen print below) on the window labeled Stored Trace List Selection / Maintenance that when clicked will open another window where you can create lists of railcars. The report provides basic information such as load/empty status, location, event, date/time (time zone), destination, train, ETA/I (to final destination or interchange, whichever is first). You can drill into the last 5 days' worth of history for each railcar by simply clicking on an individual record. You cannot customize this report. You cannot schedule this report for automatic delivery. If you want to do these things, skip to the Custom Reports section of this article.



Display historical railcar movements on other railroads

The tracing reports provided by the Tracing Applications section and the Customized Reporting Wizard show the last reported location of each railcar shipment where NS is in the route. If you include the Extended

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History (EH Hyperlink) field, your reports will include a link that, when clicked, provides a pop up window of the last 90 days of sighting history for the particular railcar. If NS is not in the route, you can get only the last reported event from the Steelroads Track and Trace application provided within the accessNS Track & Trace solution. You may paste up to 1,000 railcars or use a saved list. The output is limited to railcar, Umler equipment detail drill-down link, load/empty status, location, event, date/time, train, destination, and railroad.

Maximum history

This is a quite impressive feature of accessNS. You can get history as far back as 2004. From the Track & Trace main menu, click on the Tracing Applications menu, then Historical Reports by Initial and Number menu, then the Unit History-Single Car link. This application can give you history back to 2008 by choosing an end date of 2010 and then telling it to gather the prior 730 days of history. Enter the railcar initials / number; choose the end date and then the number of days of history you would like. From the Historical Reports by Initial and Number menu, you can also click on the Unit History Archives link that provides a query where you can get railcar history as far back as 2004.

ETAs

On Custom Reports, estimated time of arrival (to final destination) is provided when NS is the last railroad in the route (i.e. the railroad that will be delivering the railcar to the customer). Otherwise, an estimated time of interchange (ETI) to the next railroad in the route will be provided.

Trip Plans

When you use the Customized Reporting Wizard, see Custom Reports below, you can add a field named "TP Hyperlink". This will insert a hyperlink labeled "T" for each railcar record on your report. When you click the link, another window will open showing the scheduled arrivals / departures for the NS part of the trip. It includes an on-time indicator including variance of the actual vs. schedule.

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#	City	State	Trip Plan	Version	Ichg RR	Sch Arrival	Sch Departure	Act Arrival	Var in Min	OnTime	Sch Train
1	REYBOLD	DE	Orig	1			04-25 00:36			🕒	
2	ENOLA	PA	Orig	1		04-25 04:25	04-25 05:25			🕒	65R
3	ALTOONA	PA	Orig	1		04-25 12:42	04-25 13:42	04-25 11:07	Ahead 95	🟢	65R
4	CONWAY	PA	Orig	1		04-25 21:45	04-25 22:45	04-25 15:23	Ahead 382	🟢	65R
5	TOLAIRLI	OH	Orig	1		04-26 11:55	04-26 12:55	04-26 03:58	Ahead 477	🟢	65R
6	CICERO	IL	Orig	1	BNSF	04-27 02:37	04-27 02:54	04-26 13:04	Ahead 813	🟢	65R

Unit Trains

There is a Train Inquiry menu that leads to a window where you can select a date and a train symbol to see the plan for that train. The plan includes the arrival / departure for each station until arriving at the destination or point of interchange.

Custom Reports

accessNS provides the Customized Reporting Wizard. This is a tool where the user can create reports to their own specifications including fields included, filters, sorts, title and automated delivery. There is also a window titled the Customized Reporting Applications which contains specialized reports customized for you by railroad personnel. So if you can't seem to get a report to meet your needs, be sure to contact NS before you give up. You can also access the Wizard from that page.

Wizard Customized Reporting. There are 4 steps:

- 1) Select a basic report profile as a starting point. This pre-selects fields for you. If you wish to choose the fields yourself, skip this step. You can also add/remove fields after choosing a profile.
- 2) Select fields and filters. There are 106 fields to choose from in the Current Traffic Data table/view such as railcar, origin, location, destination, weight, waybill parties, commodity, etc. It is nice that there are hyperlinks on the results that enable drill-down to 90 day history, trip plan, Umler characteristics of the railcar, and detailed waybill information. If you want to filter by a particular field, you simply place a check in the Filter? check box next to it.
- 3) Choose display options. This is where you give your report pages a title and report heading. You can even number the rows if you wish. You can choose to include/exclude hyperlinks to the history, Umler, waybill and trip plan. The coolest feature is Criteria-Based Row Coloring. The promise of this feature is that records are

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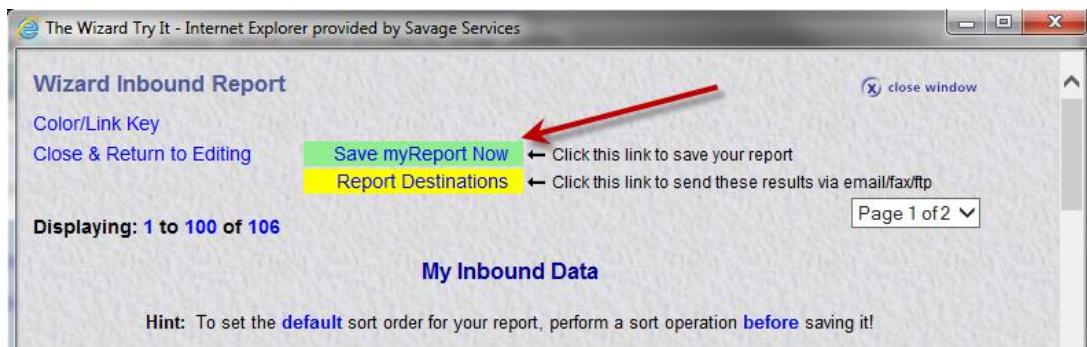
<http://www.railcartracking.com/railroad-track-trace-not-enough/>

colored based on the type of event. For example, if a railcar was bad ordered, the record would be colored yellow (or some other color). On the Chrome and IE web browsers, I was not able to get this to work and have logged the issue with NS.

4) Save and run the report. This is where you get the chance to enter the values for the filters you requested in Step 2. You may also set the filter as Static or Interactive. Static is a good option if the report will be run automatically where the filter will never be changed. The Interactive option will prompt the user with the filter each time the report is run. When the report is displayed, you will have the option to sort the records again for the first 7 fields.

TIP: The Page Title that you give to the report, is what will show in the subject line when emailing the report.

TIP: When creating the report for the first time, you must display the report by clicking on the "Run/Save myReport" link and when the report displays, click the "Save myReport Now" link as shown below in order to save it so it can be run again.



Automated Delivery of Reports

After you create a report using the Customized Reporting Wizard, it is a little tricky to find where you schedule it for automatic delivery.

TIP: Click the little green box next to the report when it is listed in the Customized Reporting Wizard Application Menu - Individual or [Company Name] Reports section to open the Scheduler page.

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Reports may be sent to email addresses (HTML, PDF, Text, XML, Excel, CSV), a fax number, or an FTP server. Once the report is scheduled, the box will turn yellow and you can edit the schedule by clicking on it.

Mapping

No graphical mapping of shipment locations is available.

Transit Times & Dwell Times

There are many pre-defined, non-customizable reports available in the Tracing Applications section of accessNS. If you click on this menu, you will see another menu labeled "Traffic Analysis Reports". Click on the "Traffic Analysis Reports" menu and click on the "Customer Transit Times" link. You will need to select your company and then click the Continue button. The reports show the last 2 years of moves where NS was in the route excluding any shipments with bad orders (repairs) during the trip. This is done so that the unusual delay of a repair will not inflate the average transit time. This is good practice since bad orders are not necessarily the fault of the rail carrier and it is not representative of a typical trip. You will initially see a list of origins and then a list of destinations. You can see a summary of the number of shipments by month and commodity from/to a particular location. If you click on a destination location link such as Louisville, KY, you will see all shipments to that location grouped by lane, year, month, load/empty, shipper, receiver. If you click on the Count link, it will show you the specific shipments as shown below.

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Transit Information
This Report Does include Bad Order Cars for this Lane and time period

Current Sort Order: [Default Order](#)

Sorting: ▲ = Ascending (low to high); ▼ = Descending (high to low); [\[Reset Sort\]](#) [\[Advanced Sorting\]](#)

Init ▲▼	Number ▲▼	WBSN	TRIP	AAR	Net Weight	Trip Start ▲▼	Trip End ▲▼	Transit ▲▼	STCC
4910191	4910191	WBS	T	AAR		2016-04-20	2016-04-24	3 18:51	4910191
4910191	4910191	WBS	T	AAR		2016-04-20	2016-04-24	3 18:51	4910191
4910191	4910191	WBS	T	AAR		2016-04-20	2016-04-24	3 18:51	4910191
4910191	4910191	WBS	T	AAR		2016-04-20	2016-04-24	3 18:51	4910191
4910191	4910191	WBS	T	AAR		2016-04-20	2016-04-24	3 18:51	4910191
4910191	4910191	WBS	T	AAR		2016-04-20	2016-04-24	3 18:51	4910191

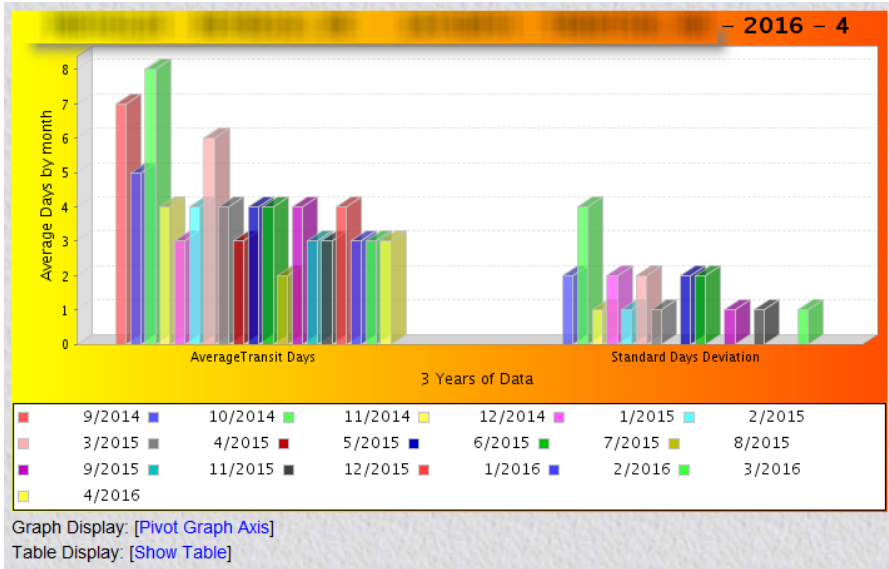
Click on the following links to get more information:

- Number to see detailed history of the trip on all railroads
- WBS to see waybill information
- AAR to see the trip plan (only for NS portion of move)
- STCC to see a description of the commodity

If you want to export the report to CSV, the easiest way is to click on the "Report Destinations" link, check the CSV check box, enter your email address if it isn't already present and click the Process Selected Report Destinations button. NOTE: the transit time for this report starts at the Pulled From Patron event.

If you click on the Lane link (on the prior report before the one shown above), it will show you a summary of the last two years of that particular origin / destination pair. If you scroll down, you will see some graphs. I think the most useful chart is the one below that shows transit trends.

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If you scroll back up and click on the Details link for one of the month/year combinations, you will see a report similar to the one shown above by clicking the Details link, but it includes transit time from the Release event and it includes more of a summary record with just key date / times such as Constructive Placement, Actual Placement and Release. It includes dwell times such as constructive placement (PCON) to actual placement (PACT) and actual placement to release (RELS) that are useful for analyzing demurrage.

Performance

Overall, the screens display a lot of data relatively quickly. The loading of the Customized Reporting Wizard was a little slow one day - it took about 12 seconds to load the menu from the Home window. This was not the norm, other days it took only 2 to 3 seconds to load.

Ease of use

The interface is simple and mostly intuitive (i.e. I could learn most features with a little trial and error). Sometimes it was a little hard to use. For some of the windows, I wished that I could expand them to view more options at once - such as choosing fields for a custom report; it is difficult to enter the display order (from left to right) for each field when I can't see them all at once. The default order of the fields is based on the order they are selected. If you choose a profile, the order of the fields is preset and this preset was a good order. There are often links to tips on how to use the functionality, which are helpful. However, many people like to dig into a user manual and I didn't find one. On the Help menu, there is an option to chat with

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support. I called and left a message for support (the number is on the Help menu) and they emailed me back the next business day.

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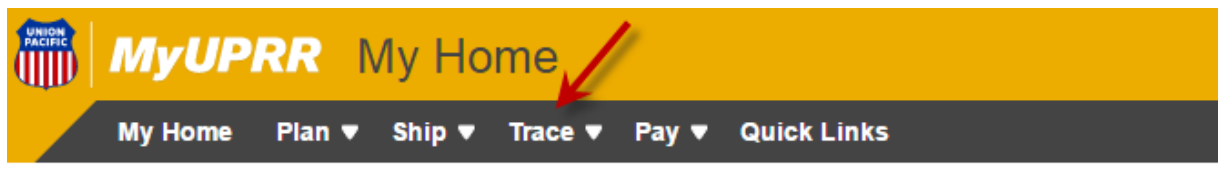
<http://www.railcartracking.com/railroad-track-trace-not-enough/>

Chapter 7 | Union Pacific's MyUPRR

Union Pacific is another Class I railroad that provides web-based tools for rail shippers and receivers to track their shipments. They package their railcar tracking tools into what is called MyUPRR. You can plan a shipment, get pricing, bill a shipment and pay for a shipment here, but this article focuses on the Trace section. If you have been thinking about using MyUPRR rail shipment tracing tools or you have been using just a small part of it and would like to learn more about what it can do, please read on.

Copy and paste a list of railcars to track and trace

Upon first logging in to MyUPRR, you will see the menus at the top of the window. When you click on the Trace > Equipment Trace menu you will have the opportunity to paste up to 300 railcar (or other equipment moving on the railroad) IDs. You may choose from your 10 most recent traces or a list that has been saved instead of pasting railcars every time.



The trace results will not show the last reported event if it is on another railroad - even if UP is in the route; it may show an estimated time of arrival at the final destination (actual placement at industry). My experience is that this information was more complete for loads than empties. If the railcar is on UP, and another railroad will be taking the railcar to the final destination, it will show another line displaying the Estimated Time of Interchange (ETI) with that other railroad.

By clicking on the More Information link for a trace record, it will expand and show Accomplished Events (events in the past) on all railroads in the route and the remaining Scheduled Events on the UP; the scheduled events on other railroads was limited.

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* Indicates an Offline Event.

Accomplished Events				
City, State	Event	Local Time	L/E	Train ID/Carrier/Reason
Sandersvi, GA	Interchange Delivered *	May 28 07:59	Load	SAN NS
Tennille, GA	Departed *	May 28 18:20	Load	NS
Macon, GA	Arrived *	May 28 21:01	Load	NS
Macon, GA	Departed *	May 30 03:53	Load	NS
Arkwright, GA	Departed *	May 30 04:14	Load	NS
Juliette, GA	Departed *	May 30 05:31	Load	NS
Locgrove, GA	Departed *	May 30 06:20	Load	NS
Constitut, GA	Departed *	May 30 07:33	Load	NS
Doraville, GA	Arrived *	May 30 13:23	Load	NS
Doraville, GA	Departed *	May 31 13:29	Load	NS
Atlanta, GA	Arrived *	May 31 13:54	Load	NS
Atlanta, GA	Departed *	May 31 14:15	Load	NS
Litsprsca, GA	Departed *	May 31 15:59	Load	NS
Birmingham, AL	Arrived *	May 31 21:21	Load	NS
Coosprsca, AL	Departed *	May 31 21:31	Load	NS
Robbins, AL	Departed *	Jun 1 22:05	Load	NS

Scheduled Events				
City, State	Event	Local Time	L/E	Train ID/Carrier/Reason
Memphis, TN	Interchange Delivered *	Jun 2 20:30	Load	NS UP
Memphis, TN	Estimated Time of Interchange	Jun 2 20:30	Load	UP
Memphis, TN	Scheduled Departure	Jun 4 17:00	Load	MMENL 04
Nitrock, AR	Scheduled Arrival	Jun 5 00:24	Load	MMENL 04
Nitrock, AR	Scheduled Departure	Jun 6 05:00	Load	QNLNP 06
Nplawest, NE	Scheduled Arrival	Jun 8 03:30	Load	QNLNP 06
Nplawest, NE	Scheduled Departure	Jun 8 22:00	Load	MNPHK 08
Hinkle, OR	Scheduled Arrival	Jun 11 08:05	Load	MNPHK 08
Hinkle, OR	Scheduled Departure	Jun 12 02:00	Load	MHKBAW 12
Albina, OR	Scheduled Arrival	Jun 12 10:43	Load	MHKBAW 12
Albina, OR	Scheduled Departure	Jun 13 17:30	Load	YPD67R 13
Albina, OR	Estimated Time of Arrival	Jun 13 23:55	Load	UP INDU

From this results page, you can also perform some other actions such as create a service issue that is sent to UP customer service, divert the shipment, and order-in or release the railcar.

Maximum history

From the Ship > Waybill History menu, you can paste up to 10 railcars and retrieve up to 1 year of waybills. There is an option to see the movement history for each waybill including events on other railroads in the route. There is no way that you can enter a railcar ID and see 1 year of history all at once. To do this, you would need to expand the history for each waybill, copy the events (highlight all of the columns and rows by

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dragging across the data grid from the top left corner to the bottom right corner and right mouse click and click the Copy menu) and paste them into a spreadsheet. The columns and rows are preserved after pasting, at least in Microsoft Excel. One problem with the Waybill History page is there is no way to navigate back to the My Home page to access the other applications other than clicking your browser back button, which is time consuming if you have been running a lot of queries on the Waybill History page.

ETAs

Estimated times of arrival can be found on the Equipment Trace (see above) and on MyReports (see Custom Reports section below).

Trip Plans

From Trace > Equipment trace results and from Custom Reports that display the Equipment ID (railcar initial / number) field, you will be able to click to display the Scheduled Events that remain for the trip. The scheduled events, if on railroads other than UP, were limited.

Unit Trains

From the Trace > Train Inquiry menu, you can enter a UP train ID and see its Accomplished Events and Scheduled Events. By clicking on the train ID link, it will open a page that shows a list of all the railcars / equipment on the train. This may be printed or exported to Excel.

TIP: The Equipment Trace results has a train ID link that when clicked will take you to the summary and detail of the entire train as well. The page looks more updated than the Trace > Train Inquiry page and I like it better.

Custom Reports


The MyReports page gives you the ability to create new reports from scratch. This page is accessible from the Trace > Reports & Business Assistant menu.

TIP: The Reports & Business Assistant is being phased out in favor of MyReports. MyReports are accessible by clicking on the link as shown below after you navigate to the Trace > Reports & Business Assistant page. If you don't see the link shown below when you first open the Reports & Business Assistant page, call UP customer service (from the My Home page, click on the Support > Contact Support menu to get the number and hours of service) and request the agent to modify your security roles to provide access to MyReports. You will have to log out and log back in after they make the change. This will give you more functionality so it is well worth the effort.

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Reports and Business Assistant

 Reports & Business Assistant is being replaced by MyReports. Try the new application [here](#).

When you arrive on the MyReports page, click on the My Reports tab and click the "Create a New Report" link. The first step is to select from the 69 available fields. To filter the report, click the Filter link and click the Add Filter link next to the field that you wish to apply the filter - this will open a pop up window where you will define the filter and click the Save button. Do not click the "Select Filter at Runtime" checkbox if you are going to schedule the report for automatic delivery. When focus returns to the Select Filter Options page, be sure to scroll down and click the Save button otherwise your filter will not be applied to the report.

You can sort by any of the 69 fields even if they do not display on the report. Up to 3 fields that display on the report can be used for grouping. Reports may be run or scheduled for delivery via email daily or weekly. The delivery times are two hour windows.

You can choose to display the report with the map, be patient it takes a little while - my report with 5 railcars took about 1 minute to display. It was a little confusing since the page was blank and no progress indicator. There was a link labeled View Full Report, I clicked on that and the report details were displayed below the map.

The report may be re-sorted after it is displayed by clicking on the arrows to the right of each field name. You may also enter a filter to further filter the results. There is a text box below each column title. Enter a filter expression such as a commodity code of "4935240" in the text box below the Commodity Code column title, then tab your cursor out of the text box or click the button labeled "Filters/Sorting" and the results will refresh limited by the newly added filter as well as any filters saved with the report.

The Equipment ID (railcar initial/number) field has a drop down menu that can be clicked to display sub menus that may be used to divert, map, order in for placement, log a service issue, or trace, which will show expanded billing information as well as accomplished events of the trip and scheduled remaining events of the trip.

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Report Details 06/03/2016 11:39 AM CDT

50 rows out of 483 (Excel)

Equipment ID	Care Of Party	Consignee	Commodity Code	Current Carrier
			4935240	
Destination Location: ALLEMANIA, LA (1)				
Current Location: ALLEMANIA, LA (1)				
<input type="checkbox"/>		SHINTECH LOUISIANA LLC- ALLEMANIA, LA	4935240	UP

Reports can be shared, exported to Excel, and copied to make other reports.

Automated Delivery of Reports

This can be done in several different ways. My Notifications, from the Trace menu, is a handy little tool where you can choose to be notified via email or text when any railcars encounter a certain event such as Constructive Placement or Bad Order. Custom reports can be delivered via schedule - see the Custom Reports section above for more explanation.

TIP: Click on the Union Pacific logo in the upper right corner of the window to return to the MyUPRR main menu.

Mapping

When tracing railcars on the Trace > Equipment page, there is a link on each individual trace record where you can open a map with the location of the single railcar. The default view is very close up, I would have preferred it to be a bit more zoomed out to get a better understanding of the location of the shipment. The map page is easy to read, displays quickly, shows the origin (green dot), destination (red dot), and current location (blue dot). This is a bit nicer than the other railroad mapping features, but I found myself really wanting to be able to see where all of my railcars are on the same page. To do this, you must create a custom report in the My Report section (see the Custom Reports section above).

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When multiple railcars are displayed on a map, the legend is a bit different:

- Red dot = On Train
- Green dot = In Yard
- Blue dot = At Industry
- Pink dot = Offline
- Yellow dot = Other
- Black dot = Combo (multiple cars together)

Here is an example of what the map will look like with multiple railcars:

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Clicking on the dots beckons a pop up window with the name of the station city and location codes. Unfortunately, the railcar / equipment IDs are not listed.

Transit Times & Dwell Times

There are no reports that summarize transit time and dwell time per trip.

Performance

Throughout the system, I didn't notice too many delays. Displaying a custom report with about 50 railcars took about 1 minute to display and the map takes about the same amount of time with no indicator of progress, so be patient.

Ease of Use

Overall, the site is pretty easy to use and you can figure out most things without a user manual. At first the UI looked very modern and user friendly. However, after clicking into one of the trace applications, I felt like I was going back in time with a much less intuitive UI. Also, it was a little confusing on how to access the other applications since the menus were completely different.

TIP: By clicking the MyUPRR logo, you will be returned to the friendly, modern UI; if that is not available, you will need to click on the Home menu; if that is not available then the red, white and blue Union Pacific logo

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will take you back to the MyUPRR menu. If the MyUPRR logo is displayed and you click on the red, white and blue Union Pacific logo, it will take you to the UP company home page.

You are supposed to be able to drag and drop application menus into the My Favorites section, but I was only able to get one application shortcut to persist in this section that way. I had better luck opening the application and then going back to the MyUPRR menu and dragging the application icon from the Recent section to the My Favorites section. You need to drag the icon barely to the right or left of the existing icon(s). It seems that the site is in transition with the railroad updating a few pages at a time.

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Conclusion | What if I need more than what the railroad sites offer?

As I mentioned at the beginning of this book, railroad track & trace websites are good for certain shippers / receivers, but as you grow and/or traffic moves on more than 1 or 2 railroads, the railroad sites may not provide what you need.

Click this [link](#) to read an article that provides insight into evaluating 3rd party systems. The article provides the following:

- What features do these systems typically offer?
- How much do these systems cost?
- How can I convince my company to spend money on a system?
- How can I find the vendors of these systems?

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